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UNITED STATES DISTRICT COURT
FOR THE NORTHERN DISTRICT OF CALIFORNIA

KYO HAK CHU, individually and on
behalf of all others similarly situated,

Plaintiff,

v.

EDDIE BAUER LLC, a Delaware
corporation; and DOES 1 to 10,
inclusive,

Defendants.

CASE NO.:

CLASS ACTION COMPLAINT

1. VIOLATIONS OF THE
AMERICANS WITH
DISABILITIES ACT OF 1990, 42
U.S.C. §12181
2. VIOLATIONS OF THE UNRUH
CIVIL RIGHTS ACT
DEMAND FOR JURY TRIAL

Plaintiff Kyo Hak Chu (“Plaintiff”), individually and on behalf of all others similarly situated, brings this action based upon personal knowledge as to himself and his own acts, and as to all other matters upon information and belief, based upon, *inter alia*, the investigations of their attorneys.

NATURE OF THE ACTION

1. Plaintiff is a visually-impaired and legally blind person who requires screen-reading software to read website content using his computer. Plaintiff uses the terms “blind” or “visually-impaired” to refer to all people with visual

1 impairments who meet the legal definition of blindness in that they have a visual
2 acuity with correction of less than or equal to 20 x 200. Some blind people who
3 meet this definition have limited vision. Others have no vision.

4 2. Plaintiff, individually and on behalf of those similarly situated persons
5 (hereafter “Class Members”), bring this Class Action to secure redress against
6 Defendant Eddie Bauer LLC (“Defendant”) and DOES 1-10, for its failure to
7 design, construct, maintain, and operate its website to be fully and equally
8 accessible to and independently usable by Plaintiff and other blind or visually-
9 impaired people. Defendants’ denial of full and equal access to its website, and
10 therefore denial of its products and services offered thereby and in conjunction with
11 its physical locations, is a violation of Plaintiffs’ rights under the Americans with
12 Disabilities Act (“ADA”) and California’s Unruh Civil Rights Act (“UCRA”).

13 3. Because Defendants’ website, <https://www.eddiebauer.com/> (the
14 “Website” or “Defendant’s website”), is not fully or equally accessible to blind and
15 visually-impaired consumers in violation of the ADA, Plaintiff seeks a permanent
16 injunction to cause a change in Defendant’s corporate policies, practices, and
17 procedures so that Defendant’s website will become and remain accessible to blind
18 and visually-impaired consumers.

19 THE PARTIES

20 4. Plaintiff, at all times relevant and as alleged herein, is a resident of the
21 County of San Francisco. Plaintiff is a legally blind, visually-impaired handicapped
22 person, and member of a protected class of individuals under the ADA, pursuant to
23 42 U.S.C. § 12102(1)-(2), and the regulations implementing the ADA set forth at
24 28 CFR §§ 36.101 *et seq.*

25 5. Defendant is a Delaware corporation, with its headquarters in
26 Bellevue, Washington. Defendant’s servers for the website are in the United States.
27 Defendant conducts a large amount of its business in California, and the United
28 States as a whole. These stores constitute places of public accommodation.

1 Defendant's stores provide to the public important goods and services. Defendant's
2 website provides consumers with information about store locations, clearance
3 items; access to an assortment of women and men's apparel, accessories, footwear
4 and other products and services, which are available online and in retail stores for
5 purchase.

6 6. Plaintiff is unaware of the true names, identities, and capacities of the
7 defendants sued herein as DOES 1 to 10. Plaintiff will seek leave to amend this
8 complaint to allege the true names and capacities of DOES 1 to 10 if and when
9 ascertained. Plaintiff is informed and believes, and thereupon alleges, that each
10 Defendant sued herein as a DOE is legally responsible in some manner for the
11 events and happenings alleged herein and that each of Defendant sued herein as a
12 DOE proximately caused injuries and damages to Plaintiff as set forth below.

13 7. Defendant's stores are public accommodations within the definition of
14 Title III of the ADA, 42 U.S.C. § 12181(7). <https://www.eddiebauer.com/> is a
15 service, privilege, or advantage of Defendant's services and product and locations.

16 JURISDICTION AND VENUE

17 8. This Court has subject matter jurisdiction over the state law claims
18 alleged in this Complaint pursuant to the Class Action Fairness Act, 28 U.S.C.
19 §1332(d)(2)(A) because: (a) the matter in controversy exceeds the sum of \$5
20 million, exclusive of interest and costs; and (b) some of the class members are
21 citizens of a state (California) that is different from the state of citizenship of
22 Defendant (Washington).

23 9. Defendant is subject to personal jurisdiction in this District. Defendant
24 has been and is committing the acts or omissions alleged herein in the Northern
25 District of California that caused injury, and violated rights prescribed by the ADA
26 and UCRA, to Plaintiff and to other blind and other visually impaired-consumers.
27 A substantial part of the acts and omissions giving rise to Plaintiffs' claims occurred
28 in the Northern District of California. Specifically, on several separate occasions,

1 Plaintiff has been denied the full use and enjoyment of the facilities, goods, and
 2 services of Defendant's website in San Francisco County. The access barriers
 3 Plaintiff has encountered on Defendant's website have caused a denial of Plaintiffs'
 4 full and equal access multiple times in the past, and now deter Plaintiff on a regular
 5 basis from accessing Defendant's website. Similarly, the access barriers Plaintiff
 6 has encountered on Defendant's website have impeded Plaintiffs' full and equal
 7 enjoyment of goods and services offered at Defendant's brick-and mortar stores.

8 10. This Court also has subject-matter jurisdiction over this action
 9 pursuant to 28 U.S.C. § 1331 and 42 U.S.C. § 12181, as Plaintiffs' claims arise
 10 under Title III of the ADA, 42 U.S.C. § 12181, *et seq.*, and 28 U.S.C. § 1332.

11 11. This Court has personal jurisdiction over Defendant because it
 12 conducts and continues to conduct a substantial and significant amount of business
 13 in the State of California, County of San Francisco, and because Defendant's
 14 offending website is available across California.

15 12. Venue is proper in the Northern District of California pursuant to 28
 16 U.S.C. §1391 because Plaintiff resides in this District, Defendant conducts and
 17 continues to conduct a substantial and significant amount of business in this District,
 18 Defendant is subject to personal jurisdiction in this District, and a substantial
 19 portion of the conduct complained of herein occurred in this District.

20 **THE AMERICANS WITH DISABILITIES ACT AND THE INTERNET**

21 13. The Internet has become a significant source of information, a portal,
 22 and a tool for conducting business, doing everyday activities such as shopping,
 23 learning, banking, researching, as well as many other activities for sighted, blind
 24 and visually-impaired persons alike.

25 14. In today's tech-savvy world, blind and visually-impaired people have
 26 the ability to access websites using keyboards in conjunction with screen access
 27 software that vocalizes the visual information found on a computer screen. This
 28 technology is known as screen-reading software. Screen-reading software is

1 currently the only method a blind or visually-impaired person may independently
2 access the internet. Unless websites are designed to be read by screen-reading
3 software, blind and visually-impaired persons are unable to fully access websites,
4 and the information, products, and services contained thereon.

5 15. Blind and visually-impaired users of Windows operating system-
6 enabled computers and devices have several screen-reading software programs
7 available to them. Some of these programs are available for purchase and other
8 programs are available without the user having to purchase the program separately.
9 Job Access With Speech, otherwise known as "JAWS," is currently the most
10 popular, separately purchased and downloaded screen-reading software program
11 available for a Windows computer.

12 16. For screen-reading software to function, the information on a website
13 must be capable of being rendered into text. If the website content is not capable of
14 being rendered into text, the blind or visually-impaired user is unable to access the
15 same content available to sighted users.

16 17. The international website standards organization, the World Wide
17 Web Consortium, known throughout the world as W3C, has published Success
18 Criteria for version 2.0 of the Web Content Accessibility Guidelines ("WCAG 2.0"
19 hereinafter). WCAG 2.0 are well-established guidelines for making websites
20 accessible to blind and visually-impaired people. These guidelines are adopted,
21 implemented and followed by most large business entities who want to ensure their
22 websites are accessible to users of screen-reading software programs. Though
23 WCAG 2.0 has not been formally adopted as the standard for making websites
24 accessible, it is one of, if not the most, valuable resource for companies to operate,
25 maintain, and provide a website that is accessible under the ADA to the public.

26 18. Within this context, the Ninth Circuit has recognized the viability of
27 ADA claims against commercial website owners/operators with regard to the
28 accessibility of such websites. *Robles v. Domino's Pizza, LLC*, Docket No. 17-

1 55504 (9th Cir. Apr 13, 2017), Court Docket No. BL-66. This is in addition to the
2 numerous courts that already recognized such application.

3 19. Each of Defendant's violations of the Americans with Disabilities Act
4 is likewise a violation of the Unruh Civil Rights Act. Indeed, the Unruh Civil Rights
5 Act provides that any violation of the ADA constitutes a violation of the Unruh
6 Civil Rights Act. Cal. Civ. Code, § 51(f).

7 20. Further, Defendant's actions and inactions denied Plaintiff full and
8 equal access to their accommodations, facilities, and services. A substantial
9 motivating reason for Defendant to deny Plaintiff access was the perception of
10 Plaintiffs' disability. Defendants' denial of Plaintiffs' accessibility was a substantial
11 motivating reason for Defendant's conduct. Plaintiff was harmed due to
12 Defendant's conduct. Defendant's actions and inactions were a substantial factor
13 in causing the lack of access to Plaintiff. Unruh Civil Rights Act. Cal. Civ. Code,
14 § 51.

15 21. Inaccessible or otherwise non-compliant websites pose significant
16 access barriers to blind and visually-impaired persons. Common barriers
17 encountered by blind and visually impaired persons include, but are not limited to,
18 the following:

- 19 a. A text equivalent for every non-text element is not provided;
- 20 b. Title frames with text are not provided for identification and
- 21 navigation;
- 22 c. Equivalent text is not provided when using scripts;
- 23 d. Forms with the same information and functionality as for sighted
- 24 persons are not provided;
- 25 e. Information about the meaning and structure of content is not
- 26 conveyed by more than the visual presentation of content;
- 27 f. Text cannot be resized without assistive technology up to 200
- 28 percent without loss of content or functionality;

- g. If the content enforces a time limit, the user is not able to extend, adjust or disable it;
- h. Web pages do not have titles that describe the topic or purpose;
- i. The purpose of each link cannot be determined from the link text alone or from the link text and its programmatically determined link context;
- j. One or more keyboard operable user interface lacks a mode of operation where the keyboard focus indicator is discernible;
- k. The default human language of each web page cannot be programmatically determined;
- l. When a component receives focus, it may initiate a change in context;
- m. Changing the setting of a user interface component may automatically cause a change of context where the user has not been advised before using the component;
- n. Labels or instructions are not provided when content requires user input;
- o. In content which is implemented by using markup languages, elements do not have complete start and end tags, elements are not nested according to their specifications, elements may contain duplicate attributes and/or any IDs are not unique;
- p. Inaccessible Portable Document Format (PDFs) ; and,
- q. The name and role of all User Interface elements cannot be programmatically determined; items that can be set by the user cannot be programmatically set; and/or notification of changes to these items is not available to user agents, including assistive technology.

FACTUAL BACKGROUND

22. Defendant offers the <https://www.eddiebauer.com/> website, to the public. The website offers features which should allow all consumers to access the goods and services which Defendant offers in connection with its physical locations. The goods and services offered by Defendant include, but are not limited to the following, which allow consumers to: find information about store locations, clearance items, rewards, offers, shipping and returns; access to an assortment of men and women's ready to wear apparel and outerwear including parkas, jackets, pants, jeans, tights, capris, shorts, skirts, t-shirts, tank tops, sweaters, sweatshirts, hoodies, dresses; accessories including belts, gloves, hats, scarves, sunglasses, socks; footwear including boots, sneakers, hiking, casual slip-ons, sandals, slippers; recreation and travel gear including backpacks, duffels, luggage, laptop bags, tents, sleeping bags, lighting, canteens, flasks, bottles, tote bags; houseware including down comforters, throws, sheets, pillows, mattress pads, duvet covers, shams and other products and services that are available for purchase online and in store locations.

23. Based on information and belief, it is Defendant's policy and practice to deny Plaintiff and Class Members, along with other blind or visually-impaired users, access to Defendant's website, and to therefore specifically deny the goods and services that are offered and integrated with Defendant's stores. Due to Defendant's failure and refusal to remove access barriers on its website, Plaintiff and other visually-impaired persons have been and are still being denied equal and full access to Defendant's stores and the variety of footwear, apparel and accessories offered to the public through Defendant's Website.

Defendant's Barriers on Unruh Civil Rights Act. Cal. Civ. Code, § 51(f) Deny

Plaintiff and Class Members' Access

24. Plaintiff is a visually-impaired and legally blind person, who cannot use a computer without the assistance of screen-reading software. However,

1 Plaintiff is a proficient user of the JAWS screen-reader as well as Mac's VoiceOver
2 and both use it to access the internet. Plaintiff has visited
3 <https://www.eddiebauer.com/> on several separate occasions using the JAWS and/or
4 VoiceOver screen-readers.

5 25. During Plaintiffs' numerous visits to Defendant's website, Plaintiff
6 encountered multiple access barriers which denied Plaintiff full and equal access to
7 the facilities, goods and services offered to the public and made available to the
8 public on Defendant's website, and its prior iterations. Due to the widespread access
9 barriers Plaintiff and Class Members encountered on Defendant's website, Plaintiff
10 and Class Members have been deterred, on a regular basis, from accessing
11 Defendant's website. Similarly, the access barriers Plaintiff has encountered on
12 Defendant's website have deterred Plaintiff and Class Members from visiting
13 Defendant's brick-and-mortar stores.

14 26. While attempting to navigate Defendant's website, Plaintiff and Class
15 Members encountered multiple accessibility barriers for blind or visually-impaired
16 people that include, but are not limited to, the following:

- 17 a. Lack of Alternative Text ("alt-text"), or a text equivalent. Alt-text
18 is invisible code embedded beneath a graphic or image on a website
19 that is read to a user by a screen-reader. For graphics or images to
20 be fully accessible for screen-reader users, it requires that alt-text
21 be coded with each graphic or image so that screen-reading
22 software can speak the alt-text to describe the graphic or image
23 where a sighted user would just see the graphic or image. Alt-text
24 does not change the visual presentation, but instead a text box
25 shows when the cursor hovers over the graphic or image. The lack
26 of alt-text on graphics and images prevents screen-readers from
27 accurately vocalizing a description of the image or graphic. As a
28 result, Plaintiff and Class Members who are blind and visually-

1 impaired customers are unable to determine what houseware,
2 footwear, accessories and apparel are available for purchase, find
3 store locations, or complete any purchases;

4 b. Empty Links that contain No Text causing the function or purpose
5 of the link to not be presented to the user. This can introduce
6 confusion for keyboard and screen-reader users;

7 c. Redundant Links where adjacent links go to the same URL address
8 which results in additional navigation and repetition for keyboard
9 and screen-reader users; and

10 d. Linked Images missing alt-text, which causes problems if an image
11 within a link does not contain any descriptive text and that image
12 does not have alt-text. A screen reader then has no content to
13 present the user as to the function of the link, including information
14 or links for and contained in PDFs.

15 27. Recently in 2019, Plaintiff attempted to do business with Defendant
16 on Defendant's website. Plaintiff has visited prior iterations of the website
17 <https://www.eddiebauer.com/> and also encountered barriers to access on
18 Defendant's website.

19 28. Despite past and recent attempts to do business with Defendant on its
20 website, the numerous access barriers contained on the website and encountered by
21 Plaintiff, has denied Plaintiff full and equal access to Defendant's website. Plaintiff
22 and Class Members, as a result of the barriers on Defendant's website, continue to
23 be deterred on a regular basis from accessing Defendant's website. Likewise, based
24 on the numerous access barriers Plaintiff and Class Members have been deterred
25 and impeded from the full and equal enjoyment of goods and services offered in
26 Defendant's stores and from making purchases at such physical locations.

Defendant Must Remove Barriers to Its Website

29. Due to the inaccessibility of the defendant's website, blind and visually-impaired customers such as the Plaintiff, who need screen-readers, cannot fully and equally use or enjoy the facilities and services the defendant offers to the public on its website. The access barriers the Plaintiff has encountered have caused a denial of Plaintiffs' full and equal access in the past, and now deter Plaintiff on a regular basis from accessing the website.

30. These access barriers on Defendant's website have deterred Plaintiff from visiting Defendant's physical locations, and enjoying them equal to sighted individuals because: Plaintiff was unable to find the location and hours of operation of Defendant's locations on its website, preventing Plaintiff from visiting the locations to view and purchase products and/or services. Plaintiff and Class Members intend to visit the Defendant's locations in the near future if Plaintiff and Class Members could access Defendant's website.

31. If the website was equally accessible to all, Plaintiff and Class Members could independently navigate the website and complete a desired transaction, as sighted individuals do.

32. Plaintiff, through Plaintiffs' attempts to use the website, have actual knowledge of the access barriers that make these services inaccessible and independently unusable by blind and visually-impaired people.

33. Because simple compliance with WCAG 2.0/WCAG 2.1 would provide Plaintiff and Class Members who are visually-impaired consumers with equal access to the website, Plaintiff and Class Members allege that Defendant engaged in acts of intentional discrimination, including, but not limited to, the following policies or practices: constructing and maintaining a website that is inaccessible to visually-impaired individuals, including Plaintiff and Class Members; failing to construct and maintain a website that is sufficiently intuitive so as to be equally accessible to visually-impaired individuals, including Plaintiff and

1 Class Members; and failing to take actions to correct these access barriers in the
2 face of substantial harm and discrimination to blind and visually-impaired
3 consumers, such as Plaintiff and Class Members, as a member of a protected class.

4 34. The Defendant uses standards, criteria or methods of administration
5 that have the effect of discriminating or perpetuating the discrimination against
6 others, as alleged herein.

7 35. The ADA expressly contemplates the injunctive relief that Plaintiff
8 seeks in this action. In relevant part, the ADA requires:

9 In the case of violations of ... this title, injunctive relief shall include
10 an order to alter facilities to make such facilities readily accessible to
11 and usable by individuals with disabilities Where appropriate,
12 injunctive relief shall also include requiring the ... modification of a
policy 42 U.S.C. § 12188(a)(2).

13 36. Because Defendant's website has never been equally accessible, and
14 because Defendant lacks a corporate policy that is reasonably calculated to cause
15 the Defendant's website to become and remain accessible, Plaintiff invokes 42
16 U.S.C. § 12188(a)(2) and seeks a permanent injunction requiring the defendant to
17 retain a qualified consultant acceptable to Plaintiff to assist Defendant to comply
18 with WCAG 2.0/WCAG 2.1 guidelines for Defendant's website. The website must
19 be accessible for individuals with disabilities who use desktop computers, laptops,
20 tablets, and smartphones. Plaintiff and Class Members seek that this permanent
21 injunction require Defendant to cooperate with the agreed-upon consultant to: train
22 Defendant's employees and agents who develop the website on accessibility
23 compliance under the WCAG 2.0/WCAG 2.1 guidelines; regularly check the
24 accessibility of the website under the WCAG 2.0/WCAG 2.1 guidelines; regularly
25 test user accessibility by blind or vision-impaired persons to ensure that the
26 defendant's website complies under the WCAG 2.0/WCAG 2.1 guidelines; and
27 develop an accessibility policy that is clearly disclosed on the defendant's website,
28 with contact information for users to report accessibility-related problems and

1 require that any third-party vendors who participate on the defendant's website to
2 be fully accessible to the disabled by conforming with WCAG 2.0/WCAG 2.1.

3 37. If Defendant's website were accessible, Plaintiff and Class Members
4 could independently access information about location addresses and hours,
5 services offered and services available for online purchase.

6 38. Although Defendant may currently have centralized policies regarding
7 maintaining and operating Defendant's website, Defendant lacks a plan and policy
8 reasonably calculated to make Defendant's website fully and equally accessible to,
9 and independently usable by, blind and other visually-impaired consumers.

10 39. Defendant has, upon information and belief, invested substantial sums
11 in developing and maintaining Defendant's website and Defendant has generated
12 significant revenue from Defendant's website. These amounts are far greater than
13 the associated cost of making Defendant's website equally accessible to visually
14 impaired customers. Plaintiff has also visited prior iterations of the Defendants
15 website <https://www.eddiebauer.com/> and also encountered such barriers.

16 40. Without injunctive relief, Plaintiff and Class Members will continue to
17 be unable to independently use Defendant's website, violating their rights.

18 CLASS ACTION ALLEGATIONS

19 41. Plaintiff, on behalf of himself and all others similarly situated, seeks
20 to certify a nationwide class under Fed. R. Civ. P. 23(a) and 23(b)(2) (b)(3), the
21 Nationwide class is initially defined as follows:

22 all legally blind individuals who have attempted to access Defendant's
23 website by the use of a screen reading software during the applicable
24 limitations period up to and including final judgment in this action.

25 42. The California class is initially defined as follows:

26 all legally blind individuals in the State of California who have
27 attempted to access Defendant's website by the use of a screen reading
28 software during the applicable limitations period up to and including
final judgment in this action.

1 43. Excluded from each of the above Classes is Defendant, including any
2 entity in which Defendant has a controlling interest, is a parent or subsidiary, or
3 which is controlled by Defendant, as well as the officers, directors, affiliates, legal
4 representatives, heirs, predecessors, successors, and assigns of Defendant. Also
5 excluded are the judge and the court personnel in this case and any members of their
6 immediate families. Plaintiff reserves the right to amend the Class definitions if
7 discovery and further investigation reveal that the Classes should be expanded or
8 otherwise modified.

9 44. *Numerosity.* Fed. R. Civ. P. 23(a)(1). This action has been brought and
10 may properly be maintained as a class action against Defendant under Rules
11 23(b)(1)(B) and 23(b)(3) of the Federal Rules of Civil Procedure. While the exact
12 number and identities of other Class Members are unknown to Plaintiff at this time,
13 Plaintiff is informed and believes that there are hundreds of thousands of Members
14 in the Class. Based on the number of customers who have visited Defendant's
15 California stores, it is estimated that the Class is composed of more than 10,000
16 persons. Furthermore, even if subclasses need to be created for these consumers, it
17 is estimated that each subclass would have thousands of Members. The Members
18 of the Class are so numerous that joinder of all Members is impracticable and the
19 disposition of their claims in a class action rather than in individual actions will
20 benefit the parties and the courts.

21 45. *Typicality:* Plaintiff and Class Members' claims are typical of the
22 claims of the Members of the Class as all Members of the Class are similarly
23 affected by Defendant's wrongful conduct, as detailed herein.

24 46. *Adequacy:* Plaintiff will fairly and adequately protect the interests of
25 the Members of the Class in that they have no interests antagonistic to those of the
26 other Members of the Class. Plaintiff has retained experienced and competent
27 counsel.
28

1 47. *Superiority*: A class action is superior to other available methods for
 2 the fair and efficient adjudication of this controversy. Since the damages sustained
 3 by individual Class Members may be relatively small, the expense and burden of
 4 individual litigation makes it impracticable for the Members of the Class to
 5 individually seek redress for the wrongful conduct alleged herein. Furthermore, the
 6 adjudication of this controversy through a class action will avoid the potentially
 7 inconsistent and conflicting adjudications of the claims asserted herein. There will
 8 be no difficulty in the management of this action as a class action. If Class treatment
 9 of these claims were not available, Defendant would likely unfairly receive
 10 thousands of dollars or more in improper revenue.

11 48. *Common Questions Predominate*: Common questions of law and fact
 12 exist as to all Members of the Class and predominate over any questions solely
 13 affecting individual Members of the Class. Among the common questions of law
 14 and fact applicable to the Class are:

- 15 i. Whether Defendant's website, <https://www.eddiebauer.com/>, is
 16 inaccessible to the visually-impaired who use screen reading
 17 software to access internet websites;
- 18 ii. Whether Plaintiff and Class Members have been unable to
 19 access <https://www.eddiebauer.com/> through the use of screen
 20 reading software;
- 21 iii. Whether the deficiencies in Defendant's website violate the
 22 Americans with Disabilities Act of 1990, 42 U.S.C. § 12181 *et*
 23 *seq.*;
- 24 iv. Whether the deficiencies in Defendant's website violate the
 25 California Unruh Civil Rights Act, California Civil Code § 51
 26 *et seq.*;
- 27 v. Whether, and to what extent, injunctive relief should be imposed
 28 on Defendant to make <https://www.eddiebauer.com/> readily

accessible to and usable by visually-impaired individuals;

vi. Whether Plaintiff and Class Members are entitled to recover statutory damages with respect to Defendant's wrongful conduct; and

vii. Whether further legal and/or equitable relief should be granted by the Court in this action.

49. The class is readily definable, and prosecution of this action as a Class action will reduce the possibility of repetitious litigation. Plaintiff knows of no difficulty which will be encountered in the management of this litigation which would preclude their maintenance of this matter as a Class action.

50. The prerequisites to maintaining a class action for injunctive relief or equitable relief pursuant to Rule 23(b)(2) are met, as Defendant has acted or refused to act on grounds generally applicable to the Class, thereby making appropriate final injunctive or equitable relief with respect to the Class as a whole.

51. The prerequisites to maintaining a class action for injunctive relief or equitable relief pursuant to Rule 23(b)(3) are met, as questions of law or fact common to the Class predominate over any questions affecting only individual Members; and a class action is superior to other available methods for fairly and efficiently adjudicating the controversy.

52. The prosecution of separate actions by Members of the Class would create a risk of establishing inconsistent rulings and/or incompatible standards of conduct for Defendant. Additionally, individual actions may be dispositive of the interest of all Members of the Class, although certain Class Members are not parties to such actions.

53. Defendant's conduct is generally applicable to the Class as a whole and Plaintiff seek, *inter alia*, equitable remedies with respect to the Class as a whole. As such, Defendant's systematic policies and practices make declaratory relief with respect to the Class as a whole appropriate.

COUNT I**Violations of the Americans With Disabilities Act, 42 U.S.C. § 12181 *et seq.***

(On Behalf of Plaintiff, the Nationwide Class and the California Class)

54. Plaintiff alleges and incorporates herein by reference each and every allegation contained in paragraphs 1 through 53, inclusive, of this Complaint as if set forth fully herein.

55. Section 302(a) of Title III of the ADA, 42 U.S.C. § 12181 *et seq.*, provides: “No individual shall be discriminated against on the basis of disability in the full and equal enjoyment of the goods, services, facilities, privileges, advantages, or accommodations of any place of public accommodation by any person who owns, leases (or leases to), or operates a place of public accommodation.” 42 U.S.C. § 12182(a).

56. Under Section 302(b)(2) of Title III of the ADA, unlawful discrimination also includes, among other things: “a failure to make reasonable modifications in policies, practices, or procedures, when such modifications are necessary to afford such goods, services, facilities, privileges, advantages, or accommodations to individuals with disabilities, unless the entity can demonstrate that making such modifications would fundamentally alter the nature of such goods, services, facilities, privileges, advantages or accommodations”; and “a failure to take such steps as may be necessary to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services, unless the entity can demonstrate that taking such steps would fundamentally alter the nature of the good, service, facility, privilege, advantage, or accommodation being offered or would result in an undue burden”. 42 U.S.C. § 12182(b)(2)(A)(ii)-(iii). “A public accommodation shall take those steps that may be necessary to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids

1 and services, unless the public accommodation can demonstrate that taking those
2 steps would fundamentally alter the nature of the goods, services, facilities,
3 privileges, advantages, or accommodations being offered or would result in an
4 undue burden, i.e., significant difficulty or expense.” 28 C.F.R. § 36.303(a). In order
5 to be effective, auxiliary aids and services must be provided in accessible formats,
6 in a timely manner, and in such a way as to protect the privacy and independence
7 of the individual with a disability.” 28 C.F.R. § 36.303(c)(1)(ii).

8 57. Defendant’s store locations are “public accommodations” within the
9 meaning of 42 U.S.C. § 12181 *et seq.* Defendant generates millions of dollars in
10 revenue from the sale of its amenities and services, privileges, advantages, and
11 accommodations in California through its locations and related services, privileges,
12 advantages, and accommodations and its Website, <https://www.eddiebauer.com/> is
13 a service, privilege, advantage, and accommodation provided by Defendant that is
14 inaccessible to customers who are visually-impaired like Plaintiff. This
15 inaccessibility denies visually-impaired customers full and equal enjoyment of and
16 access to the facilities and services, privileges, advantages, and accommodations
17 that Defendant made available to the non-disabled public. Defendant is violating
18 the Americans with Disabilities Act, 42 U.S.C. § 12181 *et seq.*, in that Defendant
19 denies visually-impaired customers the services, privileges, advantages, and
20 accommodations provided by <https://www.eddiebauer.com/>. These violations are
21 ongoing.

22 58. Defendant’s actions constitute intentional discrimination against
23 Plaintiff and Class Members on the basis of a disability in violation of the
24 Americans with Disabilities Act, 42 U.S.C. § 12181 *et seq.* in that: Defendant has
25 constructed a website that is inaccessible to Plaintiff and Class Members; maintains
26 the website in this inaccessible form; and has failed to take adequate actions to
27 correct these barriers even after being notified of the discrimination that such
28 barriers cause.

59. Pursuant to 42 U.S.C. § 12188 and the remedies, procedures, and rights set forth and incorporated therein, Plaintiff request relief as set forth below.

COUNT II

Violations of the Unruh Civil Rights Act, California Civil Code § 51 *et seq.*

(On Behalf of Plaintiff and the California Class)

60. Plaintiff alleges and incorporates herein by reference each and every allegation contained in paragraphs 1 through 53, inclusive, of this Complaint as if set forth fully herein.

61. Defendant's locations are "business establishments" within the meaning of the California Civil Code § 51 *et seq.* Defendant generates millions of dollars in revenue from the sale of its services in California through its store's locations and related services and <https://www.eddiebauer.com/> is a service provided by Defendant that is inaccessible to customers who are visually-impaired like Plaintiff and Class Members. This inaccessibility denies visually-impaired customers full and equal access to Defendant's facilities and services that Defendant makes available to the non-disabled public. Defendant is violating the Unruh Civil Rights Act, California Civil Code § 51 *et seq.*, in that Defendant is denying visually-impaired customers the services provided by <https://www.eddiebauer.com/>. These violations are ongoing.

62. Defendant's actions constitute intentional discrimination against Plaintiff and Class Members on the basis of a disability in violation of the Unruh Civil Rights Act, Cal. Civil Code § 51 *et seq.* in that: Defendant has constructed a website that is inaccessible to Plaintiff and Class Members; maintains the website in this inaccessible form; and has failed to take adequate actions to correct these barriers even after being notified of the discrimination that such barriers cause.

63. Defendant is also violating the Unruh Civil Rights Act, California Civil Code § 51 *et seq.* in that the conduct alleged herein likewise constitutes a violation of various provisions of the ADA, 42 U.S.C. § 12101 *et seq.* Section 51(f)

1 of the California Civil Code provides that a violation of the right of any individual
2 under the ADA shall also constitute a violation of the Unruh Civil Rights Act.

3 64. The actions of Defendant were and are in violation of the Unruh Civil
4 Rights Act, California Civil Code § 51 *et seq.*, and, therefore, Plaintiff and Class
5 Members are entitled to injunctive relief remedying the discrimination.

6 65. Plaintiff and Class Members are also entitled to statutory minimum
7 damages pursuant to California Civil Code § 52 for each and every offense.

8 66. Plaintiff and Class Members are also entitled to reasonable attorneys'
9 fees and costs.

10 67. Plaintiff and Class Members are also entitled to a preliminary and
11 permanent injunction enjoining Defendant from violating the Unruh Civil Rights
12 Act, California Civil Code § 51 *et seq.*, and requiring Defendant to take the steps
13 necessary to make <https://www.eddiebauer.com/> readily accessible to and usable by
14 visually-impaired individuals.

15 PRAYER FOR RELIEF

16 WHEREFORE, Plaintiff, individually and on behalf of all Class Members,
17 respectfully requests that the Court enter judgment in his favor and against
18 Defendant as follows:

- 19 A. For an Order certifying the Nationwide Class and California Class as
20 defined herein and appointing Plaintiff and his Counsel to represent
21 the Nationwide Class and the California Class;
- 22 B. A preliminary and permanent injunction pursuant to 42 U.S.C. §
23 12188(a)(1) and (2) and section 52.1 of the California Civil Code
24 enjoining Defendant from violating the Unruh Civil Rights Act and
25 ADA and requiring Defendant to take the steps necessary to make
26 <https://www.eddiebauer.com/> readily accessible to and usable by
27 visually-impaired individuals;
28

- 1 C. An award of statutory minimum damages of \$4,000 per offense per
2 person pursuant to section 52(a) of the California Civil Code.
- 3 D. For attorneys' fees and expenses pursuant to California Civil Code §§
4 52(a), 52.1(h), and 42 U.S.C. § 12205;
- 5 E. For pre-judgment interest to the extent permitted by law;
- 6 F. For costs of suit; and;
- 7 G. For such other and further relief as the Court deems just and proper.

8 **DEMAND FOR JURY TRIAL**

9 Plaintiff, on behalf of himself and all others similarly situated, hereby
10 demands a jury trial for all claims so triable.

11
12 Dated: July 19, 2019

Respectfully Submitted,

13
14 /s/ Thiago M. Coelho

Thiago M. Coelho

Bobby Saadian

15
16 **WILSHIRE LAW FIRM**

Attorneys for Plaintiff and

Proposed Class